

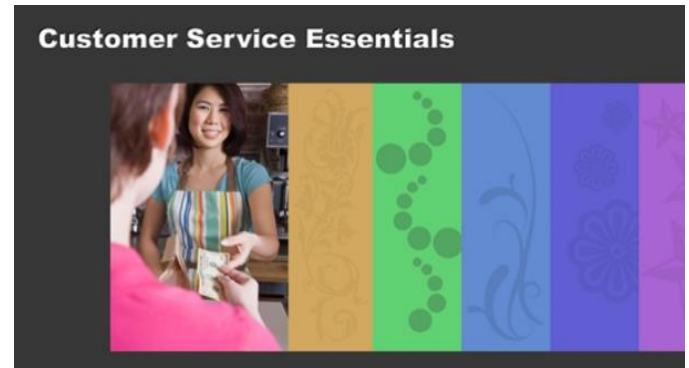


YouAchieve

YouAchieve offers eLearning solutions tailored to suit your needs. The company is an authorized reseller for Lectora, the world leading content authoring tool of professional eLearning courses, presentations, assessments, and much more that will engage, entertain and educate learners. YouAchieve also represents Raptivity Software, a leader in rapid connectivity and the creations of true learning outcomes with meaningful interactivity.

YouAchieve is at the forefront of eLearning and web based training in Canada. It has a large library of competency based soft skills and courses in IT skills and language skills. Its competency-based content is suited for any organization or individual who wants to improve professionally and personally.

YouAchieve's eLearning consultants are available to help find eLearning Management systems, eLearning software, online training tools, and help clients convert their content from any media to a variety of SCORM and AICC compliant based courses and more.



Customer Service Essentials

Target Audience

Customer Service Essentials is designed not only for new employees, but is ideal for anyone looking to improve their ability to service customers in the retail industry.

Objectives of the Program

The main objective of the Customer Service Essentials training course is to provide the learner with a detailed overview of the skills necessary in the retail industry to promote the utmost in customer satisfaction and loyalty. The learner will be able to deliver outstanding customer service which is the ultimate goal of retail and service brands.

Study Time

5 hours



Course Overview

What you will learn :

- to appropriately greet customers
- ability to determine customer needs
- to handle customer challenges
- to provide customer specific solutions and services
- to provide “ultimate” customer service

Course Modules :

- Training yourself
- Understanding your customer
- Meeting Customer Needs
- Educating Your Customer
- Best Practices & Resources

Other Courses Available from YouAchieve

Sales Essentials

This course will help the learner understand your company's selling strategy and how information about past sales, sales quotas, activities, advertising and promotions work together to support and create effective sales performance.